

CG Docket No. 03-123

**ANNUAL LOG SUMMARY OF
CONSUMER COMPLAINTS
CONCERNING TRS**

**The Virginia Department for the Deaf
and Hard of Hearing
and
Virginia Relay**

June 1, 2010 – May 31, 2011



COMMONWEALTH of VIRGINIA

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Director

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June 30, 2011

Section § 51.5-115 of the *Code* of Virginia designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the agency for the provision and operation of Telecommunications Relay Services (TRS) within our Commonwealth. On behalf of VDDHH, Virginia Relay, and the Virginia Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2010 through May 31, 2011. During the reporting period, 3 customer contacts were identified as complaints. Of these 3 complaints, none were related to FCC standards. During the same reporting period, 67 service commendations were received.

The current log also includes consumer feedback for Captioned Telephone Services (CTS) for this same period. For the current reporting period a total of 21 complaints were received. Of these 21 complaints, 17 were related to FCC minimum standards. During the same reporting period, 6 service commendations were received. Because our CTS program is not provided by our TRS provider, all consumer complaint data on this relay service is presented in a separate section of our Log. VDDHH also changed CTS providers from Sprint to Hamilton Relay during the current reporting period.

Thank you for the opportunity to forward this summary of consumer feedback, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay and Technology Programs Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

A handwritten signature in blue ink that reads "Ronald L. Lanier".

Ronald L. Lanier

**ANNUAL LOG SUMMARY OF CONSUMER
COMPLAINTS CONCERNING TRS**

June 1, 2010 – May 31, 2011

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Telecommunications Relay Services

Since 1991, AT&T has consistently provided quality telecommunications relay services in the Commonwealth of Virginia. We are currently operating under a six-month contract extension (02/01/11 – 07/31/11) in anticipation of a long-term contract available on or before August 1, 2011.

Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- Virginia Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-894-4116 (Voice)
- The In-House Relay Account Manager mm9628@att.com
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- Virginia Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdisk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the Virginia Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide



the response to the consumer in many cases. A copy of the consumer's comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up. Any complaints directly related to CA performance are routed to a center Associate Manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

Discussion of Consumer Complaints

For the current FCC reporting period, 360 customer contacts were received and reported through CICS. Of this number, only 3, or less than 1% of total contacts were identified as complaints. Of these 3 complaints, none were identified as alleged violation of the federal minimum standards.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	0
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	0
Gender Accommodation	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46-90 days
Transparency							

Confidentiality							
Verbatim							
In Call Replace							
Answer Speed							
Typing Speed							
Gender Accommodation							

A summary of all TRS consumer contacts and a list of all complaints received appear beginning on page 8. FCC reportable complaints are highlighted in yellow.

Captioned Telephone Relay Services (CTS)

After an extremely successful twenty one-month trial of the service, Virginia began offering Captioned Telephone Services as an on-going part of Virginia Relay on April 1, 2004. Because our TRS provider did not offer CTS to its states, a separate contract for CapTel™ services was established. While Sprint Relay was the contracted CTS provider for Virginia from April 1, 2004 through March 31, 2011, Virginia changed CTS providers effective April 1, 2011 as a result of an RFP process. Our new CTS provider is Hamilton Relay.

Receipt of Consumer Comments and Methodology

Virginia CTS users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/CTI, directly by VDDHH, or indirectly through the Virginia Relay Advisory Council and the statewide VDDHH Outreach network. Our Relay Council currently includes a member representing CapTel users.

Hamilton Relay receives CTS user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager christa.cervantes@hamiltonrelay.com
- Virginia CapTel Outreach Coordinator marta.cagle@hamiltonrelay.com
- Consumer Correspondence

VDDHH receives CTS user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdesk@vddhh.virginia.gov
- In-House VDDHH CapTel Specialist trish.banks@vddhh.virginia.gov
- VDDHH Public Meetings and Regional Consumer Forums



- Consumer Correspondence

VDDHH receives CTS user comments indirectly through:

- The Virginia Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of Virginia Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CTS user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for follow-up with Sprint.

All CTS user comments are provided to VDDHH by the contracted CTS provider on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of Captioned Telephone Consumer Complaints

A total of 21 complaints were received on CTS during the current reporting period, with 17 of the complaints considered alleged violations of FCC standards for CTS. All complaints were satisfactorily resolved by CTI Customer Service Representatives within 10 days. A breakdown of the FCC reportable complaints follows:

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call (Accuracy)	1
In Call Replacement	0
Answer Speed (Waiting Time)	16
Typing Speed	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim				1			
In Call Replace							
Answer Speed	15	1					
Typing Speed							

Note that 16 of 17 complaints are all related to Answer Speed/Waiting Time and occurred on December 20th - 21st, and February 2nd - 3rd. On these dates, both Wisconsin CapTel center locations experienced extreme winter weather conditions preventing adequate operator staffing over the two-day periods. CapTel users from all states experienced and reported similar delays and complaints. As a result, VDDHH concurred with the March 16, 2011 Comments filed by the National Association for State Relay Administration (NASRA). These Comments noted inadequate captioning center redundancy existed and should be addressed before CTS is mandated by the FCC. In turn, we applaud the recent announcement made by Hamilton Relay services that an agreement has been signed with CapTel, Inc. to begin provision of CTS from selected Hamilton Relay centers around the country later this year. These additional CapTel “seats” in the Hamilton centers will provide the basis of the necessary service redundancy.

More information on each of the above reportable CTS complaints is presented in the annual Virginia CapTel Complaint Tracking charts beginning on page 12 of this report and has been highlighted in yellow for your convenience. No complaints were received during the first two months of the Commonwealth’s new CTS contract.

Fraudulent Relay Calls

While the FCC should be applauded for its efforts to reduce the number of fraudulent relay calls perpetrated by the internet relay industry, little has been done to curb the number of fraudulent calls initiated by individuals using IP relay services. The number one consumer complaint received by VDDHH is this type of relay call, a call that is neither administered by the state, nor is tracked or otherwise addressed in the FCC Annual Consumer Complaint Log.

During the past twelve months, numerous complaints regarding IP relay fraud have been received by VDDHH. Two detailed articles have appeared in local newspapers, and all three local network affiliates have run stories warning local businesses on the potential of fraud associated with relay calls. Restaurants, towing companies, and ground transportation services have been most often targeted businesses in the past 12 months. While VDDHH has followed up with the targeted businesses in each case, the public at large does little to differentiate between relay services provided by a state and those offered through an IP relay provider.

VDDHH recommends that the FCC re-examine the number of fraudulent calls placed through IP relay services and work with the IP relay providers to address a serious situation that is beyond the control of any state relay program.

TRS



Annual Consumer Complaints Log
& Summary of All Consumer Feedback
June 1, 2010 – May 31, 2011





at&t

VIRGINIA - TRS

June 2010

No Complaints Received

July 2010

No Complaints Received

August 2010

No Complaints Received

September 2010

No Complaints Received

October 2010

Voice October 5, 2010

The customer complained he/she was not satisfied with the relay service.

Category: Other (Misc)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the customer's inconvenience. Explained relay procedures.

Contact Closed: October 5, 2010

FCC: N/A

TTY October 6, 2010

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 1, 2010

FCC: N/A

TTY October 15, 2010

The customer complained he/she did not like answering machine procedures.

Category: Methods Related

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the customer's inconvenience. Explained procedures.

Contact Closed: October 15, 2010

FCC: N/A

November 2010

No Complaints Received

December 2010

No Complaints Received

January 2011

No Complaints Received

February 2011

No Complaints Received

March 2011

No Complaints Received

April 2011

No Complaints Received

May 2011

No Complaints Received

Virginia Relay Service Customer Contact Report June 2010 – May 2011			
I. Commendations	Voice	TTY	Total
CA/OPR Related	17	44	61
Relay/OSD Related	2	3	5
Other	1		1
Total Commendations	20	47	67
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammar			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related		1	1
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)	1		1
Total Complaints	1	2	3
III. Inquiries/Comments	Voice	TTY	Total
General Information	7	2	9
Outreach/Marketing	1	1	2
Explain Relay	79	20	99
TTY Distribution/Purchase	58	5	63
LEC Service	2		2
Billing/Rate	2	8	10
Computer Settings			
Technical Related			
Other	75	30	105
Total Inquiries/Comments	224	66	290
Grand Total	245	115	360

Captioned Telephone Services



Annual Consumer Complaints Logs

June 1, 2010 – May 31, 2011





Virginia CapTel Consumer Complaint Log for the period

06/01/10 to 03/31/11

Complaint Tracking for VA (06/01/2010-04/30/2011). Total Customer Contacts: 20

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/21/10	Dial Tone - Not heard	06/21/10	Customer's daughter reported that there was no dial tone on their CapTel device. Customer Service Representative advised a physical reset. This resolved the customer's experience.
2	07/22/10	Dial Tone - Not heard	07/22/10	Customer's helper reported no dial tone on their CapTel device. Customer Service Representative advised helper to perform a physical and electronic reset, as well as change the telephone cord and test the unit at alternate wall jacks. Customer Service Representative subsequently advised helper to contact issuing agency for repair or replacement.
3	09/13/10	Technical – General	09/13/10	Customer reported being unable to make or receive captioned calls. Customer was, however, able to make and receive calls without captions. Customer Service Representative investigated and determined that this was an isolated incident for a short period of time with the carrier's network. It was confirmed that the customer is now able to make and receive captioned calls successfully.
4	12/20/10	Technical – General	12/20/10	Customer indicated that she was receiving a "Captioning Service is Ringing" prompt when making a captioned call. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and an experience of unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully without delay.
5	12/20/10	Technical – General	12/21/10	Customer reported "Waiting for Operator" message. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and an experience of unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully without delay.
6	12/21/10	Technical – General	12/21/10	Caller reported hearing "Please wait for the next available operator." Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully without delay.
7	12/21/10	Technical – General	12/21/10	Customer reported an inability to connect to the captioning service in the evening of 12/20/2010. Customer Service Representative apologized for this experience and noted that there was a technical

				difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully without delay.
8	12/21/10	Technical – General	12/21/10	A new CapTel phone 800 customer's son referenced an inability to reach CapTel Customer Service on the day prior. Customer Service Representative apologized for this experience and noted that there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed that the customer is now able to make their captioned call successfully without delay.
9	02/02/11	Service – General	02/02/11	Customer reported experiencing a longer than normal wait time for a captionist. Customer Service Representative advised the customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
10	02/02/11	Service – General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
11	02/02/11	Service – General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
12	02/02/11	Service – General	02/02/11	Customer's helper reported experiencing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised helper that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive

				calls in a timely manner.
13	02/02/11	Service – General	02/02/11	Customer's coworker reported that customer is experiencing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised coworker that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
14	02/02/11	Service – General	02/02/11	Retirement center manager advised that one of the residents used CapTel and could not get captions on her calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
15	02/02/11	Service – General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
16	02/02/11	Service – General	02/02/11	Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
17	02/02/11	Service – General	02/02/11	Customer reported experiencing a longer than normal wait for a captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused

				and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
18	02/03/11	Service – General	02/03/11	Customer stated she could not get captions on 2/2/11 and was waiting for an operator. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
19	02/03/11	Service – General	02/03/11	Customer reported experiencing a longer than normal wait for a captionist. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.
20	02/24/11	Accuracy of captions	03/02/11	Customer shared feedback regarding accuracy of captions and provided specific call data. Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. Increased monitoring frequency was set up for this Communication Assistant.



Virginia CapTel Consumer Complaint Log

for the period

04/01/11 to 05/31/11

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
258854	5/10/2011	11:35:00 AM	CapTel	Technical	NA	0800-22080	Dialing Issue - Unable to dial regional 800 numbers	Customer reported that he is unable to dial a certain 1-800 number from his CapTel and receives the message, "We're sorry, you have dialed a number that cannot be reached from your calling area." Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number.	5/10/2011 11:45:00 AM	within 24 hours	JM